

# Responses to the Performance Assurance Framework (PAFA) Annual Review 2019

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October 2019

PAFA



# PAFA Summary of Responses

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- This presentation provides an overview of the responses received for the PAFA Performance Survey 2018-2019.
- Two Responses received (**1 Shipper and 1 Trade Body**)

# The PAF arrangements



Response comment	Proposed response / solution
Current passive forms of communication, letter writing, is of limited effectiveness	Change to the current framework and PAC ToR would be required. 0674 is attempting to address this
Stronger communication from the PAC in regards to areas of improvement to shipper compliance with industry standards.	PAFA will commit to responding to all communication, both acknowledgement of responses and updates from PAC meetings
Huddle is good tool to provide a platform to view PARR reports however sometimes they can be hard to understand	Data in the PARR reports is defined in mod 520A. PARR reports are under review. PAFA plan to review the format of the dashboards to provide clarity and additional analysis
One licence per Shipper poses a risk if that individual is unavailable and the reports need to be accessed.	One licence per Shipper is currently defined within the CDSP/PAFA contract -

# The PAFA in its role as administrator of the arrangements



Response comment	Proposed response / solution
<p>PAFA were awarded with a 2 year contract with a further 1 year extension which we do not believe incentivises them to fully resource and invest in engagement with the industry to improve performance</p>	<p>PAFA term of employment is currently specified in the Framework document, which can be amended by agreement of the UNCC.</p>

# The PAC in its role as managers of the Performance Assurance Framework



Response comment	Proposed response / solution
All areas of the market can contribute to settlement errors and therefore all areas should be equally scrutinised	PAC agree with this statement. All product classes are being monitored by the PARR reports. PAC currently target based on poorest performance.
Shippers do not feel any pressure to improve performance	0674 hopes to give the PAC the ability to apply more sanctions where needed
PAC engagement lacking after Shipper receives performance letter	PAFA will commit to provide feedback to Shippers following any performance assurance discussions at PAC meetings
PAC should publish a list of areas in which it believes it has made a meaningful improvement to shipper compliance with industry standards	The annual review document graphically demonstrated areas where performance improvements have been seen – PAC to consider publishing more frequent reports to Huddle

# CDSP for the provision of information



Response comment	Proposed response / solution
Data is not always trusted, work needs to be done to reduce inaccuracies	CDSP and PAFA are working closely to improve the accuracy of reporting
Outdated data used when PAC escalates individual shipper performance	The new DPP Platform should help to align the Shipper Packs and PAF reports and make more current data available
Timescale for providing and assessing data needs to be shortened	CDSP and PAFA are working together to improve access to data

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